ATTACHMENT B

**National
Foreign
Assessment
Center**

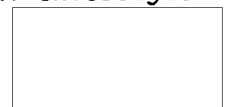# Perspective on the
User
Community

NFAC USER SCENARIOS

The *Perspective on the User Community* (PUC) is
a series of reports prepared by the Systems Analysis
Staff of the Office of Central Reference. The
reports detail NFAC's requirements for specific
SAFE and SAFE-like capabilities and project how
the capabilities will impact on the intelligence
production process. The reports are based on
experience with the NFAC community through a
continuing dialogue which has included detailed
requirements surveys, extensive testing of concepts in
a developmental laboratory environment, and pilot
systems operations. The reports will provide support
for NFAC ADP planning efforts and will give
direction to those responsible for developmental
activity.

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NFAC USER SCENARIOS

1. The following scenarios depict the System Analysis Staff's perception of how NFAC analysts will use SAFE. The scenarios portray three different users of SAFE: A research analyst, a current intelligence analyst, and a group of analysts assigned to a crisis task force. Incorporated into these scenarios are descriptions of how other typical users of SAFE will operate, including an editor, an intelligence assistant (IA), a manager, and a DIA analyst.

2. The main purpose of these scenarios is to demonstrate which of the SAFE capabilities each of the sample users will employ. SAFE users must remember, however, that they will all have occasion to use most SAFE capabilities during their normal routines. For instance, a current intelligence analyst will sometimes use the SAFE capabilities discussed in the scenario portraying the research analyst. Analysts will frequently compose, edit and route reports just as a secretary would. An intelligence assistant (IA) could query the Management Information System (MIS) like a supervisor would, or an editor might query the Central Document File (CDF) as a research analyst would. Therefore, SAS believes that the

SAFE System capabilities must be designed with all types of users in mind and that the user language must be easy to learn and understand. At the same time, the language must be powerful enough to satisfy all levels of user expertise and requirements. SAS expects that the longer NFAC personnel use SAFE, the more skillful in the operation of its varied functions they will become.

A Research Analyst's View of SAFE

3. The following scenario portrays a typical day for an NFAC research analyst in the SAFE era. While NFAC employs pure research analysts and pure current intelligence analysts, the large majority of analysts fall somewhere in between. NFAC analysts who consider themselves to be chiefly research analysts stay up-to-date on their areas of responsibility by reading daily cable traffic. They may also respond to questions on current issues and write or contribute to short memorandums. Their primary responsibilities, however, are to perform in-depth research, produce detailed analysis of long-term trends and developments, and respond quickly to intelligence questions requiring extensive background knowledge on a particular subject.

4.   The analyst in this scenario henceforth referred to
as Mr. Analyst has had several years of SAFE experience and
has learned to use all of the SAFE capabilities that he has
judged to be useful for intelligence production. Mr.
Analyst is one of the senior members of his branch, and in
addition to his research responsibilities, he assumes some
managerial duties at the direction of his branch chief.

5.   It is Monday morning, sometime in the mid-1980s, and
SAFE is alive and well:

    0800 – Mr. Analyst turns on the SAFE terminal and
           implements the log-on procedure.

    0805 – Mr. Analyst is now in SAFE. At this point he

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